OBSERVATIONS & RECOMMENDATIONS

After reviewing data collected from **EASTMAN POND**, **GRANTHAM**, the program coordinators have made the following observations and recommendations:

Thank you for your continued hard work sampling the lake/pond this season! Your monitoring group sampled **four** times this season and has done so for many years! As you know, with multiple sampling events each season, we will be able to more accurately detect changes in water quality. Keep up the good work!

FIGURE INTERPRETATION

➤ **Figure 1 and Table 1:** The graphs in Figure 1 (Appendix A) show the historical and current year chlorophyll-a concentration in the water column. Table 1 (Appendix B) lists the maximum, minimum, and mean concentration for each sampling season that the lake/pond has been monitored through the program.

Chlorophyll-a, a pigment naturally found in plants, is an indicator of the algal abundance. Because algae are usually microscopic plants that contain chlorophyll-a, and are naturally found in lake ecosystems, the chlorophyll-a concentration measured in the water gives an estimation of the algal concentration or lake productivity. The mean (average) summer chlorophyll-a concentration for New Hampshire's lakes and ponds is 7.02 mg/m³.

The current year data (the top graph) show that the chlorophyll-a concentration *increased greatly* from June to July, and then *decreased steadily* from July to September. The chlorophyll-a concentration in June, August, and September was *less than* the state mean, while the concentration in July was *slightly greater than* the state mean.

The historical data (the bottom graph) show that the 2004 chlorophyll-a mean is *less than* state mean.

Overall, the statistical analysis of the historical data shows that the chlorophyll-a concentration has **significantly decreased** since monitoring began. Specifically, the chlorophyll-a concentration has **decreased** (meaning **improved**) on average **by approximately 4%** per sampling season during the sampling period **1987** to **2004**. (Note: Please refer to Appendix E for the detailed statistical analysis explanation and data print out.) We hope this trend continues!

While algae are naturally present in all lakes/ponds, an excessive or increasing amount of any type is not welcomed. In freshwater lakes/ponds, phosphorus is the nutrient that algae depend upon for growth. Algal concentrations may increase with an increase in nonpoint sources of phosphorus loading from the watershed, or inlake sources of phosphorus loading (such as phosphorus releases from the sediments). Therefore, it is extremely important for volunteer monitors to continually educate residents about how activities within the watershed can affect phosphorus loading and lake/pond quality.

➤ **Figure 2 and Table 3:** The graphs in Figure 2 (Appendix A) show historical and current year data for lake/pond transparency. Table 3 (Appendix B) lists the maximum, minimum and mean transparency data for each sampling season that the lake/pond has been monitored through the program.

Volunteer monitors use the Secchi-disk, a 20 cm disk with alternating black and white quadrants, to measure water clarity (how far a person can see into the water). Transparency, a measure of water clarity, can be affected by the amount of algae and sediment from erosion, as well as the natural colors of the water. The mean (average) summer transparency for New Hampshire's lakes and ponds is 3.7 meters.

The current year data (the top graph) show that the in-lake transparency **remained stable** from June to July, **decreased slightly** from July to August, and then **increased** from August to September. The transparency on the June, July, and August sampling events was **than** the state mean, and in September was **slightly less than** the state mean.

Overall, the statistical analysis of the historical data (the bottom graph) shows that the mean annual in-lake transparency has **not significantly changed** (either *increased* or *decreased*) since monitoring began. Specifically, the in-lake transparency has remained **relatively stable**, **ranging between approximately 2.5**

and 4.0 meters, since **1987**. (Note: Please refer to Appendix E for the statistical analysis explanation and data print out.)

Typically, high intensity rainfall causes erosion of sediments into lakes/ponds and streams, thus decreasing clarity. Efforts should continually be made to stabilize stream banks, lake/pond shorelines, disturbed soils within the watershed, and especially dirt roads located immediately adjacent to the edge of tributaries and the lake/pond. Guides to Best Management Practices designed to reduce, and possibly even eliminate, nonpoint source pollutants, such as sediment loading, are available from DES upon request.

➤ **Figure 3 and Table 8:** The graphs in Figure 3 (Appendix A) show the amounts of phosphorus in the epilimnion (the upper layer) and the hypolimnion (the lower layer); the inset graphs show current year data. Table 8 (Appendix B) lists the annual maximum, minimum, and median concentration for each deep spot layer and each tributary since the lake/pond has joined the program.

Phosphorus is the limiting nutrient for plant and algae growth in New Hampshire's freshwater lakes and ponds. Too much phosphorus in a lake/pond can lead to increases in plant and algal growth over time. The median summer total phosphorus concentration in the epilimnion (upper layer) of New Hampshire's lakes and ponds is 12 ug/L. The median summer phosphorus concentration in the hypolimnion (lower layer) is 14 ug/L.

The current year data for the epilimnion (the top inset graph) show that the phosphorus concentration **remained stable** from June to July, **increased slightly** from July to August, and then **decreased slightly** from August to September. The phosphorus concentration on **each sampling event** was **less than** the state median.

The current year data for the hypolimnion (the bottom inset graph) show that the phosphorus concentration *increased gradually* from June to September. The phosphorus concentration in June and July was *less than* the state median and in August and September was *greater than* the state median.

The turbidity of the hypolimnion (lower layer) sample was *elevated* on the **August and September** sampling events (**4.43 NTUs and 4.1 NTUs**, respectively). This suggests that the lake/pond bottom may have been disturbed by the anchor or by the Kemmerer Bottle while sampling. When the lake/pond bottom is disturbed, sediment, which typically contains attached phosphorus, is released into the water column. When collecting the hypolimnion sample, make sure that there is no sediment in the Kemmerer Bottle before filling the sample

bottles.

The historical data shows that the 2004 mean hypolimnetic phosphorus concentration is **approximately equal to** the state median.

Overall, the statistical analysis of the historical data shows that the phosphorus concentration in the epilimnion (upper layer) has **significantly decreased** since monitoring began. Specifically, the phosphorus concentration in the epilimnion has **decreased** (meaning **improved**) on average by **approximately 3%** per sampling season during the sampling period **1987** to **2004**. (Note: Please refer to Appendix E for the statistical analysis explanation and data print out.) We hope this trend continues!

Overall, the statistical analysis of the historical data shows that the phosphorus concentration in the hypolimnion (lower layer) has **not significantly changed** since monitoring began. Specifically, the phosphorus concentration has **fluctuated** but has **not continually increased or decreased** since **1987**.

One of the most important approaches to reducing phosphorus loading to a waterbody is to continually educate watershed residents about its sources and how excessive amounts can adversely impact the ecology and value of lakes and ponds. Phosphorus sources within a lake or pond's watershed typically include septic systems, animal waste, lawn fertilizer, road and construction erosion, and natural wetlands.

TABLE INTERPRETATION

Table 2: Phytoplankton

Table 2 (Appendix B) lists the current and historical phytoplankton species observed in the lake/pond. Specifically, this table list the three most dominant phytoplankton species observed in the sample and their relative abundance in the sample. In addition, this table has been enhanced this year to include the overall phytoplankton cell abundance rating of the sample. The overall phytoplankton cell abundance in a sample is calculated using a formula based on the relationship that DES biologists have observed over the years regarding phytoplankton concentrations, algal concentrations, and biological productivity in New Hampshire's lakes and ponds. A mathematical equation is used to classify the overall abundance of phytoplankton cells in a sample into the following categories: *sparse*, *scattered*, *moderate*, *common*, *abundant*, and *very abundant*. Generally, the more phytoplankton cells there are in a sample, the

higher the chlorophyll concentration and the higher the biological productivity of the lake.

On the July sampling event, the dominant phytoplankton species observed were **Synura** (golden-brown), **Synedra** (diatom), and **Rhizosolenia** (diatom). The overall abundance of rating phytoplankton cells in the sample was calculated to be **moderate**.

On the August sampling event, the dominant phytoplankton species observed were **Dinobryon** (golden-brown), **Rhizosolenia** (diatom), and **Ceratium** (dinoflagellate). It was not possible to calculate the abundance of rating phytoplankton cells in the sample because the depth at which the plankton haul was begun was not recorded on the sample bottle. **Please remember to write the sample collection depth on the sample bottle and on the field data sheet.**

On the September sampling event, the dominant phytoplankton species observed were *Asterionella* (diatom), *Chrysosphaerella* (golden-brown), and *Dinobryon* (golden-brown). The overall abundance of rating phytoplankton cells in the sample was calculated to be *very abundant*.

Phytoplankton populations undergo a natural succession during the growing season (Please refer to the "Biological Monitoring Parameters" section of this report for a more detailed explanation regarding seasonal plankton succession). Diatoms and golden-brown algae are typical in New Hampshire's less productive lakes and ponds.

Table 2: Cyanobacteria

A small amount of the cyanobacterium Anabaena and Microcystis was observed in each of the plankton sample this season. These species, if present in large amounts, can be toxic to livestock, wildlife, pets, and humans. (Please refer to the "Biological Monitoring Parameters" section of this report for a more detailed explanation regarding cyanobacteria).

Cyanobacteria can reach nuisance levels when phosphorus loading from the watershed to surface waters is increased (this is often caused by rain events) and favorable environmental conditions occur (such as a period of sunny, warm weather).

The presence of cyanobacteria serves as a reminder of the lake's/pond's delicate balance. Watershed residents should continue to act proactively to reduce nutrient loading to the lake/pond by eliminating fertilizer use on lawns, keeping the lake/pond shoreline natural, re-vegetating cleared areas within the watershed, and properly maintaining septic systems and roads.

In addition, residents should also observe the lake/pond in September and October during the time of fall turnover (lake mixing) to document any algal blooms that may occur. Cyanobacteria have the ability to regulate their depth in the water column by producing or releasing gas from vesicles. However, occasionally lake mixing can affect their buoyancy and cause them to rise to the surface and bloom. Wind and currents tend to "pile" cyanobacteria into scums that accumulate in one section of the lake/pond. If a fall bloom occurs, please collect a sample (any clean jar or bottle will be suitable) and contact the VLAP Coordinator.

Table 4: pH

Table 4 (Appendix B) presents the in-lake and tributary current year and historical pH data.

pH is measured on a logarithmic scale of 0 (acidic) to 14 (basic). pH is important to the survival and reproduction of fish and other aquatic life. A pH below 6.0 limits the growth and reproduction of fish. A pH between 6.0 and 7.0 is ideal for fish. The mean pH value for the epilimnion (upper layer) in New Hampshire's lakes and ponds is **6.6**, which indicates that the surface waters in the state are slightly acidic. For a more detailed explanation regarding pH, please refer to the "Chemical Monitoring Parameters" section of this report.

The mean pH at the deep spot this season ranged from **6.32** in the hypolimnion to **6.77** in the epilimnion, which means that the water is *slightly acidic*.

It is important to point out that the pH in the hypolimnion (lower layer) was *lower (more acidic)* than in the epilimnion (upper layer). This increase in acidity near the lake bottom is likely due the decomposition of organic matter and the release of acidic by-products into the water column.

Due to the presence of granite bedrock in the state and acid deposition (from snowmelt, rainfall, and atmospheric particulates) in New Hampshire, there is not much that can be done to effectively increase lake/pond pH.

> Table 5: Acid Neutralizing Capacity

Table 5 (Appendix B) presents the current year and historical epilimnetic ANC for each year the lake/pond has been monitored through VLAP.

Buffering capacity (ANC) describes the ability of a solution to resist changes in pH by neutralizing the acidic input. The mean ANC value for New Hampshire's lakes and ponds is **6.6 mg/L**, which indicates that many lakes and ponds in the state are at least "moderately vulnerable" to acidic inputs. For a more detailed explanation, please refer to the "Chemical Monitoring Parameters" section of this report.

The mean Acid Neutralizing Capacity (ANC) of the epilimnion (the upper layer) was **9.3 mg/L** this season, which is **greater than** the state mean. In addition, this indicates that the lake/pond is **moderately vulnerable** to acidic inputs (such as acid precipitation).

> Table 6: Conductivity

Table 6 (Appendix B) presents the current and historical conductivity values for tributaries and in-lake data. Conductivity is the numerical expression of the ability of water to carry an electric current (which is determined by the number of negatively charged ions from metals, salts, and minerals in the water column). The mean conductivity value for New Hampshire's lakes and ponds is **59.4 uMhos/cm**. For a more detailed explanation, please refer to the "Chemical Monitoring Parameters" section of this report.

The mean annual conductivity in the epilimnion at the deep spot this season was **169.18 uMhos/cm**, which is **much greater than** to the state mean.

The conductivity has *increased* in the lake/pond and inlets since monitoring began. Typically, sources of increased conductivity are due to human activity. These activities include septic systems, agricultural runoff, and road runoff (which contains road salt during the spring snow melt). New development in the watershed can alter runoff patterns and expose new soil and bedrock areas, which could contribute to increasing conductivity. In addition, natural sources, such as iron and manganese deposits in bedrock, can influence conductivity.

We recommend that your monitoring group conduct stream surveys and storm event sampling along the inlet(s) with **elevated** conductivity so that we can determine potential sources to the lake.

For a detailed explanation on how to conduct rain event sampling and stream surveys, please refer to the 2002 VLAP Annual Report "Special Topic Article" or contact the VLAP Coordinator.

We also recommend that your monitoring group conduct a shoreline conductivity survey of the lake and the tributaries with *elevated* conductivity to help pinpoint the sources of *elevated* conductivity.

To learn how to conduct a shoreline or tributary conductivity survey, please refer to the 2004 "Special Topic Article" in Appendix D of this report.

It is possible that de-icing materials applied to nearby roadways during the winter months may be influencing the conductivity the lake/pond. In New Hampshire, the most commonly used de-icing material is salt (sodium chloride).

Therefore, we recommend that the **epilimnion** (upper layer) be sampled for chloride next season. We also recommend that your monitoring group sample the major inlets to lake/pond to determine the conductivity and chloride levels of the streamflow to the pond. This sampling may help us pinpoint what areas of the watershed are contributing to the increasing in-lake conductivity.

Please note that there will be an additional cost for each of the chloride samples and that these samples must be analyzed at the DES Laboratory in Concord. In addition, it is best to conduct chloride sampling in the spring soon after the snow has melted.

Table 8: Total Phosphorus

Table 8 (Appendix B) presents the current year and historical total phosphorus data for in-lake and tributary stations. Phosphorus is the nutrient that limits the algae's ability to grow and reproduce. Please refer to the "Chemical Monitoring Parameters" section of this report for a more detailed explanation.

The phosphorus concentration in the inlets was relatively low this season which is good news. However, we recommend that your monitoring group sample the major tributaries to the lake/pond soon after snow-melt and periodically during rain storms to determine if the phosphorus concentration is *elevated* in the tributaries during these times. Typically, the majority of nutrient loading to a lake/pond occurs in the spring during snowmelt and during intense rain storms that cause surface runoff and erosion within the watershed.

For a detailed explanation on how to conduct rain event sampling please refer to the 2002 VLAP Annual Report "Special Topic Article" or contact the VLAP Coordinator.

Table 9 and Table 10: Dissolved Oxygen and Temperature Data

Table 9 (Appendix B) shows the dissolved oxygen/temperature profile(s) for the 2004 sampling season. Table 10 (Appendix B) shows the historical and current year dissolved oxygen concentration in the hypolimnion (lower layer). The presence of dissolved oxygen is vital to fish and amphibians in the water column and also to bottom-dwelling organisms. Please refer to the "Chemical Monitoring Parameters" section of this report for a more detailed explanation.

During this season, and many past sampling seasons, the lake/pond has had a lower dissolved oxygen concentration and a higher total phosphorus concentration in the hypolimnion (lower layer) than in the epilimnion (upper layer). These data suggest that the process of *internal phosphorus loading* is occurring in the lake/pond. When oxygen levels are depleted to less than 1 mg/L in the hypolimnion (as it was this season and in many past seasons), the phosphorus that is normally bound up with metals in the sediment may be re-released into the water column. Since an internal source of phosphorus in the lake/pond may be present, it is even more important that watershed residents act proactively to minimize phosphorus loading from the watershed.

> Table 11: Turbidity

Table 11 (Appendix B) lists the current year and historical data for inlake and tributary turbidity. Turbidity in the water is caused by suspended matter, such as clay, silt, and algae. Water clarity is strongly influenced by turbidity. Please refer to the "Other Monitoring Parameters" section of this report for a more detailed explanation.

As discussed previously, the turbidity of the hypolimnion (lower layer) sample was *elevated* on the **August and September** sampling event. This suggests that the lake/pond bottom may have been disturbed by the anchor or by the Kemmerer Bottle while sampling. When the lake/pond bottom is disturbed, sediment, which typically contains attached phosphorus, is released into the water column. When collecting the hypolimnion sample, make sure that there is no sediment in the Kemmerer Bottle before filling the sample bottles.

> Table 12: Bacteria (E.coli)

Table 12 lists the current year and historical data for bacteria (E.coli) testing. (Please note that Table 12 now lists the maximum and minimum results for this season and for all past sampling seasons.) E. coli is a normal bacterium found in the large intestine of humans and other warm-blooded animals. E.coli is used as an indicator organism because it is easily cultured and its presence in the water, in defined amounts, indicates that sewage MAY be present. If sewage

is present in the water, potentially harmful disease-causing organisms **MAY** also be present.

The *E. coli* concentration was **very low** at each station sampled on the **DATE** sampling event. Specifically, each result was **30 counts or less**, which is **much less than** the state standard of 406 counts per 100 mL for recreational surface waters that are not designated public beaches and 88 counts per 100 mL for surface waters that are designated public beaches.

If residents are concerned about sources of bacteria such as failing septic systems, animal waste, or waterfowl waste, it is best to conduct *E. coli* testing when the water table is high, when beach use is heavy, or immediately after rain events.

Table 14: Current Year Biological and Chemical Raw Data

This table is a new addition to the Annual Report. This table lists the most current sampling season results. Since the maximum, minimum, and annual mean values for each parameter are not shown on this table, this table displays the current year "raw" (meaning unprocessed) data. The results are sorted by station, depth zone (epilimnion, metalimnion, and hypolimnion) and parameter.

> Table 15: Station Table

This table is a new addition to the Annual Report. As of the Spring of 2004, all historical and current year VLAP data is included in the DES Environmental Monitoring Database (EMD). To facilitate the transfer of VLAP data into the EMD, a new station identification system had to be developed. While volunteer monitoring groups can still use the sampling station names that they have used in the past (and are most familiar with), an EMD station name also exists for each VLAP sampling location. For each station sampled at your lake or pond, Table 15 identifies what EMD station name corresponds to the station names you have used in the past and will continue to use in the future.

DATA QUALITY ASSURANCE AND CONTROL

Annual Assessment Audit:

During the annual visit to your lake/pond, the biologist conducted a "Sampling Procedures Assessment Audit" for your monitoring group. Specifically, the biologist observed the performance of your monitoring group while sampling and filled out an assessment audit sheet to document the ability of the volunteer monitors to follow the proper field sampling procedures (as outlined in the VLAP Monitor's Field Manual). This assessment is used to identify any aspects of sample collection in which volunteer monitors fail to follow proper procedures, and also provides an opportunity for the biologist to retrain the volunteer monitors as necessary. This will ultimately ensure that the samples that the volunteer monitors collect are truly representative of actual lake and tributary conditions.

Overall, your monitoring group performed **very well** while collecting samples on the annual biologist visit this season! Specifically, the members of your monitoring group followed the majority of the proper field sampling procedures. The biologist did identify a few aspects regarding sample collection that the volunteer monitors could improve upon. They are as follows:

Finding the deep spot: Please remember to check the depth of the deep spot by **sounding** to ensure that you have actually located the deepest spot. To sound the bottom, simply fill the Kemmerer bottle with lake water from the surface and then lower the bottle into the lake until you feel it touch the bottom. When you have reached the bottom, check the depth on the calibrated chain. You may need to move to another location and repeat this procedure a few times until the deepest spot is located. When you have found the deep spot, please remember to write the depth of the field data sheet. Sounding may disturb the sediment, so please allow the bottom to settle out before collecting the deepest sample or slightly move the boat away from the disturbed zone.

➤ Chlorophyll-a sampling (integrated sampler method): When collecting the chlorophyll-a sample using the integrated sampler method, please make sure to lower both the weighted end and chain to the appropriate sample depth. To determine the proper starting depth, in lakes with one or two thermal layers, lower the weighted end and chain to two-thirds the total depth. In lakes with three thermal layers, lower the weighted end and the chain to the middle of the middle layer (metalimnion). Crimp the end of the tube tightly and haul the weighted end up by the chain only (leave the tube in place). Lift the uncrimped end above your head so the open end is

always higher than the water level in the tube to ensure that the sample does not escape out of the top of the tube.

Sample Receipt Checklist:

Each time your monitoring group dropped off samples at the laboratory this summer, the laboratory staff completed a sample receipt checklist to assess and document if the volunteer monitors followed proper sampling techniques when collecting the samples. The purpose of the sample receipt checklist is to minimize, and hopefully eliminate, future reoccurrences of improper sampling techniques.

Overall, the sample receipt checklist showed that your monitoring group did a **very good** job when collecting samples this season! Specifically, the members of your monitoring group followed the most of the proper field sampling procedures when collecting and submitting samples to the laboratory. However, the laboratory staff had to reject a few samples for analysis for the following reasons:

➤ **Sample Cooling:** The samples that were collected by your monitoring group in September were delivered to Lake Sunapee-Colby Sawyer Laboratory and left overnight with no ice or cooler packs. Please remember to place all samples on ice and it is best to return *E.coli* samples to the laboratory immediately after collection for processing.

USEFUL RESOURCES

Acid Deposition Impacting New Hampshire's Ecosystems, NHDES Fact Sheet ARD-32, (603) 271-2975 or www.des.state.nh.us/factsheets/ard/ard-32.htm.

Best Management Practices to Control Nonpoint Source Pollution: A Guide for Citizens and Town Officials, NHDES Booklet WD-03-42, (603) 271-2975.

Best Management Practices for Well Drilling Operations, NHDES Fact Sheet WD-WSEB-21-4, (603) 271-2975 or www.des.nh.gov/factsheets/ws/ws-21-4.htm.

Canada Geese Facts and Management Options, NHDES Fact Sheet BB-53, (603) 271-2975 or www.des.state.nh.us/factsheets/bb/bb-53.htm.

Cyanobacteria in New Hampshire Waters Potential Dangers of Blue-Green Algae Blooms, NHDES Fact Sheet WMB-10, (603) 271-2975 or www.des.state.nh.us/factsheets/wmb/wmb-10.htm.

Erosion Control for Construction in the Protected Shoreland Buffer Zone, NHDES Fact Sheet WD-SP-1, (603) 271-2975 or www.des.state.nh.us/factsheets/sp/sp-1.htm.

Impacts of Development Upon Stormwater Runoff, NHDES Fact Sheet WD-WQE-7, (603) 271-2975 or www.des.state.nh.us/factsheets/wqe/wqe-7.htm.

IPM: An Alternative to Pesticides, NHDES Fact Sheet WD-SP-3, (603) 271-2975 or www.des.state.nh.us/factsheets/sp/sp-3.htm.

Lake Foam, NHDES Fact Sheet WD-BB-4, (603) 271-2975 or www.des.state.nh.us/factsheets/bb/bb-5.htm.

Lake Protection Tips: Some Do's and Don'ts for Maintaining Healthy Lakes, NHDES Fact Sheet WD-BB-9, (603) 271-2975 or www.des.state.nh.us/factsheets/bb/bb-9.htm.

Proper Lawn Care In the Protected Shoreland, The Comprehensive Shoreland Protection Act, NHDES Fact Sheet WD-SP-2, (603) 271-2975 or www.des.state.nh.us/factsheets/sp/sp-2.htm.

Road Salt and Water Quality, NHDES Fact Sheet WD-WMB-4, (603) 271-2975 or www.des.state.nh.us/factsheets/wmb/wmb-4.htm.

Sand Dumping - Beach Construction, NHDES Fact Sheet WD-BB-15, (603) 271-2975 or www.des.state.nh.us/factsheets/bb/bb-15.htm.

Shorelands Under the Jurisdiction of the Comprehensive Shoreland Protection Act, NHDES Fact Sheet SP-4, (603) 271-2975 or www.des.state.nh.us/factsheets/sp/sp-4.htm.

Soil Erosion and Sediment Control on Construction Sites, NHDES Fact Sheet WQE-6, (603) 271-2975 or www.des.state.nh.us/factsheets/wqe/wqe-6.htm.

Swimmers Itch, NHDES Fact Sheet WD-BB-2, (603) 271-2975 or www.des.state.nh.us/factsheets/bb/bb-2.htm.

Through the Looking Glass: A Field Guide to Aquatic Plants, North American Lake Management Society, 1988, (608) 233-2836 or www.nalms.org.

Weed Watchers: An Association to Halt the Spread of Exotic Aquatic Plants, NHDES Fact Sheet WD-BB-4, (603) 271-2975 or www.des.state.nh.us/factsheets/bb/bb-4.htm.